



NHS Complaints Advocacy Service North Yorkshire Annual Report 15/16

14th September 2016

Presented by: The report will not be formally presented – it is for the Board's information.

PLEASE NOTE: THE ANNUAL REPORT HAS BEEN CIRCULATED SEPARATELY, IN THE BOOKLET CONTAINING STRATEGY DOCUMENTS

Summary:

This report covers the period of 1st April 2016 to 31st March 2016. It captures the range of support activities delivered to citizens of North Yorkshire who need support to raise their concerns when making a complaint about an NHS service which was provided to them.

The service helps individuals to get a clear response to their complaint which aids resolution, learning and service improvements in the future. This statutory service is free, independent and confidential and it helps avoid matters being perused through Legal channels. Different arrangements apply for progressing Social Care complaints. The report contains anonymised data and provides analysis of information to demonstrate complaint activity levels, causes and areas of complaints and overall trends. The report also shows a breakdown of cases escalated to the Parliamentary and Health Service Ombudsman within the financial year and the outcome of these cases.

Awareness and networking activities have been outlined and show what work has been done to help ensure that North Yorkshire citizens are aware of the service and can access the available support.

Case studies of clients' experiences are included and a breakdown of client's perspectives of their responses from the NHS and the outcomes they believe they have achieved through raising their concerns. The report shows some examples of feedback we have received from clients to enable us to continue reviewing and improving our service.

Continued overleaf/...

Which of the themes and/or enablers in the North Yorkshire Joint Health & Wellbeing Strategy are addressed in this paper?

Themes	✓
Connected Communities	
Start Well	✓
Live Well	✓
Age Well	✓
Dying Well	✓
Enablers	
A new relationship with people using services	✓
Workforce	
Technology	
Economic Prosperity	

How does this paper fit with other strategies and plans in place in North Yorkshire?

Linkage exists with elements of the North Yorkshire: Joint Strategic Needs Assessment, Joint Health and Wellbeing Strategy and the NYCC Council Plan.

What do you want the Health & Wellbeing Board to do as a result of this paper?

1. To consider how the essential outcome learning from all NHS complaints, including those supported by North Yorkshire Independent Health Complaints Advocacy Service, can best be shared and used to enhance processes and help shape the future quality of delivery.
2. To ensure that the leadership across the health sector actively encourage and support patients to raise concerns so as to secure where appropriate effective resolution, explanation, an apology and learning at the earliest possible opportunity, while also supporting a more “open” culture change.
3. Consider how the local health sector can improve how an individual complainant or patient who considers that their NHS care or treatment was not of the expected quality can best be made central to all investigations and subsequent decision making.
4. The Board should note that a number of national reviews have taken place which have recommended improvements to the NHS Complaints processes and supporting regulations, but to date no changes have actually been adopted for future implementation.
5. To note that the service will progressively adopt the Local Government Association Practice Guidelines developed with DoH/HealthWatch

England/Which etc. so that the service is identified as the North Yorkshire Independent Health Complaints Advocacy Service.